

General Government Appropriations Sub-Committee

March 3, 2015



Presentation Agenda

1. Introduction

Lyons Gray, Secretary

2. Collections Case Management and TIMS Update

David Roseberry, CIO/CISO

3. Corporate Modernized Electronic Filing

David Roseberry, CIO/CISO

4. Updates on Call Centers

Jeffrey Epstein, Chief Operating Officer

5. Collections Assistance Fee and Staffing Analysis

- Elizabeth Colcord, Chief Financial Officer



Collections Case Management (CCM)

- The Collections Case Management system helps generate approximately \$500 million annually for NCDOR
- System is comprised of ITAS (mainframe) and internally developed capabilities
 - ITAS: Integrated Tax Administration System
- The current capability is difficult to maintain and NCDOR is pursuing a new off-the-shelf system
- Vendors were invited to demonstrate their offerings so NCDOR could determine market capabilities



CCM (Continued)

- Business Process Engineers are performing an indepth analysis of current processes and making recommendations for improvements
- Currently developing a Request For Proposal (RFP)
- Tentative timetable for submitting RFP to OITS is April 2015
- eServices should be completed before Collection eServices project is initiated through legacy funding



TIMS Update

- Taxpayer Information Management System (TIMS) project has concluded
- Vendor contract was terminated on 1/9/2014
- Gap assessment was completed to understand what was required to maintain applications that were put into production



TIMS Update (Continued)

- Funding was provided for Fiscal Year 2015 to remediate risk items identified:
 - Servers, network equipment, and storage being updated and migrated to OITS data centers
 - Training being provided on infrastructure
 - "TIMS" servers upgraded and in-line with the state of Ohio's operating systems



TIMS Update (Continued)

- Funding request was submitted for Fiscal Year 16/17 to sustain operations
- New approach and strategy was developed and approved by NCDOR management
 - Smaller projects with lower risk and faster time to delivery
 - Projects such as eServices, CCM, Data Center
 Migration, Risk Remediation, Notice Consolidation, and
 Corporate Modernized e-Filing

NCDOR Corporate Modernized e-Filing (MeF)

- Corporations file over 240,000 paper returns annually to NCDOR
- Corporate MeF Initiative will allow electronic submission of Corporate and Franchise Tax Returns
- Projected estimated completion date: March 2015
- Estimated project cost over 5 years: \$2,811,673
- Estimated new revenue over 5 years: \$15,000,000
- 3 year projected adoption rate: 30/50/70

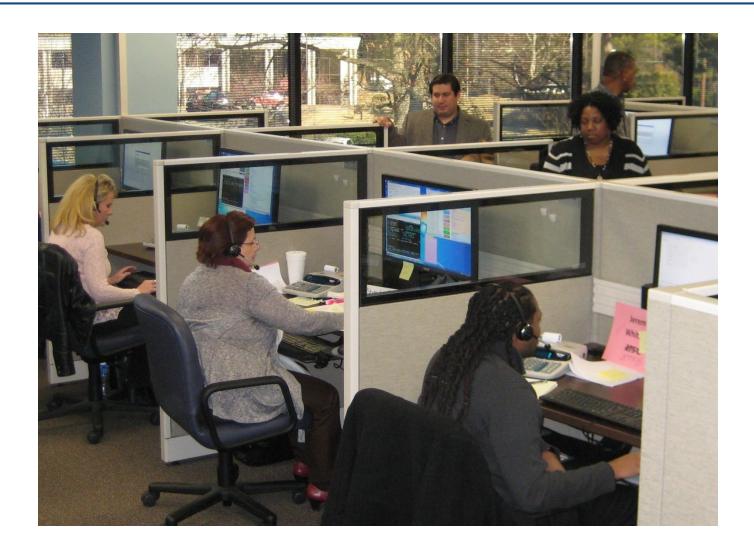


Guilford Call Center

- Call center in Guilford County officially opened on January 28, 2015, ahead of schedule
- Call agents were trained and began taking taxpayer calls two weeks ahead of schedule
- Newly trained personnel support NCDOR's Taxpayer Assistance and Collections Divisions
- Call center incorporates new information technology upgrades and modern office design



Guilford Call Center (Continued)



Opening Day: January 28, 2015



Improved Efficiency Statistics

Taxpayer Assistance & Collections Division				
Dates: Feb. 1 - 20	Year: 2014	Year: 2015		
Calls Answered	47,621	55,694		
Average Answer Wait Time	10:30	6:11		



Modernizing Existing Call Center

- Taxpayers preferred method of contact with NCDOR remains live phone assistance
- NCDOR's existing call center was established in Rocky Mount in 2003
- NCDOR plans to relocate and modernize the call center in Rocky Mount using the Guilford call center as a blueprint



Collection Assistance Fee

- G.S. 105-243.1(d) [Authority for Collections Fee] &(e) [Use of Collections Fee]
- 2014 Avg. Collection per Month: \$2.6 million
- Balance 1/31/15: \$54,288,727
- Permanent Full-Time Positions: 408
 - Collection Division, DPPD (Garnishments), Information Technology, Taxpayer Assistance, Process Re-engineering, Criminal Investigation, Rocky Mount & Guilford Call Centers



Collection Assistance Fee

•	2014-2015	Recurring	Budget	Funded by	y CA	FEE
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Project Collect	\$19,903,530
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• One Time Budget



NCDOR Temporary Employee Cost Year to Year

Calendar Year	Cost	Count
2014	\$3,222,880	316
2013	\$2,972,684	270
2012	\$2,696,118	296
2011	\$2,664,813	319



NCDOR 2014 Temporary Solutions Employee Cost

Temporary Solutions Invoice Breakdown	2014
Temporary Wages	\$2,145,212
Social Security	\$164,109
Administration Fee	\$303,385
Total	\$2,612,706



Questions from the Committee?

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